

PATENT

Express Mail No. EL288594908US

Docket No. RSW9-2000-0026-US1

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

INVENTOR(S): Carl T. Anderson, Gregory F. Bush,  
Michael Faoro, Susan E. Kahler,  
Alberta Lee, Janet L. Leskovec,  
Susan E. Liles, Lynn Percival  
and Keith A. Wells

APPLICATION NO. Not Yet Assigned

FILED: Herewith

TITLE: USER ASSISTANCE SYSTEM

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CERTIFICATE OF EXPRESS MAILING

I hereby certify that this correspondence, along with any papers indicated as being enclosed, are being deposited as Express Mail, (Label No. EL288594908US), postage prepaid, in an envelope addressed to: Box Patent Application, Commissioner for Patents, Washington, D.C. 20231, on June 12, 2000..

  
Lynn M. White

BOX PATENT APPLICATION  
Commissioner for Patents  
Washington, DC 20231

NEW APPLICATION TRANSMITTAL LETTER

Sir:

Enclosed are the following papers relating to the above-named new application for patent:

1. Specification (20 pgs.), claims (5 pgs.) and abstract (1 pg.);
2. Drawings (11 sheets) informal;
3. Declaration and Power of Attorney (executed);
4. Information Disclosure Statement, including 1 sheet of Form PTO-1449 and all publications cited therein; and
5. Assignment Recordation Form Cover Sheet (in duplicate) and executed Assignment.

CLAIMS AS FILED				
	No. Filed	No. Extra	Rate	Calculations
Total Claims	20 - 20 =	0	\$18	\$0.00
Independent Claims	2 - 3 =	0	\$78	\$0.00
Multiple Dependent Claim(s), if applicable			\$260 =	\$0
Basic Filing Fee				\$690.00
			Total Fee:	\$690.00

Please file the application and charge **International Business Machines (IBM)** Account No. 09-0461 the amount of \$730.00 to cover the filing (\$690.00) and Assignment recordal (\$40.00) fees. Two copies of this letter are enclosed. In the event of non-payment or improper payment of a required fee, the Commissioner is authorized to charge or to credit **Deposit Account No. 09-0461** as required to correct the error.

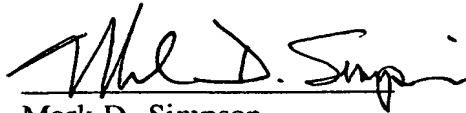
Please address all correspondence to:

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Telephone calls should be directed to the undersigned at (215) 923-4466.

Respectfully submitted,

6/12/00  
Date

  
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<b>CERTIFICATE OF MAILING BY "EXPRESS MAIL" (37 CFR 1.10)</b> Applicant(s): Carl T. Anderson et al.		Docket No. RSW9-2000-0026-US1	
Serial No. As Yet Unassigned	Filing Date Herewith	Examiner --	Group Art Unit --
Invention: USER ASSISTANCE SYSTEM			
<p>I hereby certify that this <u>Patent application and all associated papers are</u> <i>(Identify type of correspondence)</i></p> <p>being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 in an envelope addressed to: The Commissioner of Patents and Trademarks, Washington, D.C.</p> <p>20231-0001 on <u>June 12, 2000</u> <i>(Date)</i></p> <p><u>Lynn M. White</u> <i>(Typed or Printed Name of Person Mailing Correspondence)</i></p> <p><u><i>Lynn M. White</i></u> <i>(Signature of Person Mailing Correspondence)</i></p> <p><u>EL288594908</u> <i>("Express Mail" Mailing Label Number)</i></p>			